

# it's all in the DEBRIEF

Maximize group activities by drawing out key learning points.

TRUST \* COMMUNICATION \* NEGOTIATION \* LEADERSHIP \* LISTENING \* PROCESS IMPROVEMENT \* PROBLEM SOLVING \* TIME MANAGEMENT

## PROCESS

Take time to review the experience and extract key learning points by asking probing questions.

### Pick your Paradigm

- What? So What? Now What?
- What? How? Why?
- WHOA! AHA! HMM!
- Works well. Do Differently.
- Visual Metaphors

### Ask Great Questions

- Be transparent – explain why you're asking
- Keep it simple – make questions easy
- Ask open-ended questions
- Probe for more – say "tell me more!"
- Keep asking Why? Why? Why?

### WHAT?

Without judgement or evaluation, help your group develop a common understanding of what happened

- How did you go about the task?
- What task-related strategies did you use?
- What actions helped/hindered?
- How did you reach consensus?
- What assumptions did you make? Did they help or hurt?

### SO WHAT?

Ask questions to understand the experience of each team member

- How did it feel?
- How did your approach affect others?
- What would you do differently?
- How did leader(s) emerge?
- How did you encourage participation?
- What got you off track? On track?
- What communication (process-related) strategies helped/hindered?
- What challenged your comfort zone or made your uncomfortable?

### NOW WHAT?

Tease out the implications on the group's "real world" challenges

- How does this experience relate to your "real world"?
- What learning should we take forward?
- How can we better foster trust?
- How can we make sure everyone feels heard?
- How can we best support each other?
- What's your #1 take-away?

### Don't rush

- Even bite-sized cafe-style learning events need a debrief
- Allow participants time to ponder
- KISS. Keep it simple... One good question may be all you need!

## COMMIT

Consciously make the effort to commit learning to memory and take action to implement change.

### WHAT'S NEXT?

Ensure that learning will be applied with these additional questions

- Back at work, what will you start, stop, continue, or change?
- What one idea are you most excited to implement immediately?
- What bit of learning would you share with a colleague?
- What support do you need to apply the material learned here?
- How long will it take you to implement the new ideas you gained?

START

STOP

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### Keep a record

- Record ideas for all to see
- Look for common themes
- Prioritize top take-aways

## REMEMBER

Ensure implementation with memory joggers. (PSST: use the mnemonic "C.R.A.M." to remember these)

- Create a fun mnemonic
- Record key learning points
- Address & mail postcards
- Metaphorical Photos